



The Organisation

Established in 1979 as an independent not-for-profit, Dublin Rape Crisis Centre is dedicated to preventing harm and healing trauma from sexual violence in Ireland. Dublin Rape Crisis Centre provides therapeutic services, education, and advocacy through a National 24/7 Helpline, face-to-face therapy, and accompaniment services. The organisation supports victims/survivors and advocates for their rights, striving for a society free from sexual violence. Dublin Rape Crisis Centre's values include trustworthiness, respect, empowerment, and empathy.

Dublin Rape Crisis Centre is now seeking to appoint a Head of Services.

The Role

Reporting to the CEO, the Head of Services will lead and develop a high-performing team to deliver high quality survivor-informed services. This role requires a proactive leader to manage service delivery, inspire teams, and foster stakeholder relationships. The Head of Services will oversee a team of 4 Service Managers, each responsible for their teams.

Key Responsibilities

- Develop and implement the Services Strategy.
- Design and deliver a survivor-informed model of care and monitor and evaluate its impact.
- Oversee innovative, evidence-based services, ensuring continuous improvement.
- Lead and manage Dublin Rape Crisis Centre's services to ensure quality, efficiency, and accountability.
- Provide motivational leadership to foster a positive, high-performing culture.
- Support the effective management of large teams.
- Ensure compliance with best practices, legislation, national standards, and SLAs.
- Manage budgetary responsibilities and ensure efficient financial and administrative management in consultation with the Head of Finance.

The Ideal Candidate Will Have:

- 7+ years in a senior management role with significant budget responsibility;
- proven leadership in managing high-performing teams;
- strong interpersonal and communication skills to build effective relationships;
- experience in leading organisational change and continuous improvement initiatives;
- expertise in service planning and delivering high-quality, survivor-informed services;
- high level of empathy and compassion for working in a trauma-informed environment;
- strong knowledge and experience of CRM systems, Microsoft Dynamics and PowerBI.

For a confidential discussion and further information on this role, please contact PwC Executive Search team:

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To apply, please send a comprehensive curriculum vitae and a personal statement outlining your fit for the role to ie_recruitment_drcc_hos@pwc.com.

The closing date for receipt of applications is **5.30pm on Monday, 7th April 2025**.

Dublin Rape Crisis Centre is an Equal Opportunities Employer.

